

Goal: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS

Desired Community Condition(s)

Financial assets are maximized and protected, and analyzed and reported accurately, understandably, and usefully.

Program Strategy: STRATEGIC SUPPORT - FINANCE AND ADMIN

25501

Strategic Support - Director's Office, Citywide Financial Support Services

Department: **FINANCE AND ADMINISTRATIVE SERVICES**

Service Activities

Director's Office

Strategy Purpose and Description

The director's office provides innovative business solutions to City departments and assures the stewardship over and integrity of all City assets. The director's office must: assure a high level of customer service to City Departments; assist in policy development and implementation; allocate DFAS resources; monitor division performance; monitor Internal Audits of City Departments; review legislation; conduct special projects at Mayor/CAO direction; coordinate inter-departmental and division activity; and integrate the Capital Implementation Program into the DFAS scope. Currently the City operates as a decentralized financial entity with core financial functions housed at DFAS. The director's office assists DFAS Divisions in policy development and implementation to sustain a structure that assures the integrity of City assets, including oversight of the investment portfolio, bond sales and information systems projects.

Citywide Financial Support Services - This program strategy provides financial support services to the city. These services benefit the City in general and are not specific to a particular department. These services include funds for software maintenance, property tax collection fees, and commercial banking fees.

The director's office will monitor all human resource activity of all departments.

Changes and Key Initiatives

DFAS maintains accurate and timely coordination of all fiscal and human resource issues to include projections on expenditures, revenues and staffing. The Capital Implementation Program has been added to the DFAS scope to enhance city fiscal coordination. Key Initiatives: develop an e-commerce strategy for the COA; integrate information technology with citywide CIP projects; facilitate citywide reconciliation of Internal Audit findings. DFAS will also implement Risk Management Division monthly reporting for APD, Parks, and Solid Waste; develop quarterly updates of the cost of risk assessment; successfully implement GASB 34; implement the CIP Decade Plan; and develop a funding plan to ensure the Lodger's Tax Revenue is adequate to maintain debt service requirements. Common financial and support service needs are provided for the City to maintain effective, timely, and accurate software maintenance, financial institution support, and tax collection efforts.

Priority Objectives

Fiscal Year Priority Objectives

2005

Input Measure (\$000's)

2001	110	110 GENERAL FUND	390
2002	110	110 GENERAL FUND	390
2003	110	110 GENERAL FUND	275
2004	110	110 GENERAL FUND	362
2005	110	110 GENERAL FUND	317

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Spending not to exceed 5% or \$100,000	% of program strategies within limits	2001	100%		100% (8/8)	

2002	100%	87.5% (7/8)
2003	100%	100% (5/5)
2004	100%	
2005	100%	

Goal: **GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**

Parent Program Strategy: STRATEGIC SUPPORT - FINANCE AND ADMIN

Department: **FINANCE AND ADMINISTRATIVE SERVICES**

Service Activity: Director's Office

2510000

Service Activity Purpose and Description

The director's office provides innovative business solutions to City departments and assures the stewardship over and integrity of all City assets. The director's office must: assure a high level of customer service to City Departments; assist in policy development and implementation; allocate DFAS resources; monitor division performance; monitor Internal Audits of City Departments; review legislation; conduct special projects at Mayor/CAO direction; and, coordinate inter-departmental and division activity. Currently the City operates as a decentralized financial entity with core financial functions housed at DFAS. The director's office assists DFAS Divisions in policy development and implementation to sustain a structure that assures the integrity of City assets, including oversight of the investment portfolio, bond sales and information systems projects.

Changes and Key Initiatives

DFAS maintains accurate and timely coordination of all core fiscal functions. Key Initiatives: initiate development of a new core financial system; develop a comprehensive 311 call center; and, manage and administer the convention center and tourism contracts.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	390
2003	110	110 GENERAL FUND	275
2004	110	110 GENERAL FUND	362
2005	110	110 GENERAL FUND	317

Strategic Accomplishments

None

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# policy issues proposed to Municipal League & approved for League support to the Legislature.	2001			4	
	2002	5			
# policy issues proposed to Municipal League & approved for League support to the Legislature.					

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Number of Internal Audits monitored for reconciliation per year.	2003	10			
	2004	10			
Number of Internal Audit report responded to and monitored per year.	2005	10			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Serve more city needs on a smaller share of general fund budget through efficiency gained by automation.	2001			5.1%	
Serve more city needs on a smaller share of general fund budget through efficiency gained by automation.	2002	5.4%			
	2003	5.4%			
	2004	5.4%			
	2005	5.4%			